

Notice of Consumer Rights

You have these rights under state law:

- * To be treated with respect, dignity and privacy;
- * To develop a plan of care and services, which meets your unique needs;
- * To the services of a certified language or sign language interpreter and written materials and alternate format to accommodate disability consistent with Title VI of the Civil Rights Act;
- * To refuse any proposed treatment, consistent with chapter 71.05 and 71.34 RCW;
- * To receive care which does not discriminate against you and is sensitive to your gender, race, national origin, language, age, disability, and sexual orientation;
- * To be free of any sexual exploitation or harassment;
- * To review your clinical record and be given an opportunity to make amendments or corrections;
- * To receive an explanation of all medicines prescribed, including expected effects and possible side effects;
- * To confidentiality, consistent with WAC, RCW, and regulations;
- * All research concerning consumers whose cost of care is publicly funded must be done in accordance with all applicable laws, including DSHS rules on the protection of human research subjects as specified in chapter 388-04 WAC;
- * To make an advance directive, stating your choices and preferences regarding your physical and mental health treatment if you are unable to make informed decisions;
- * To appeal any denial, termination, suspension, or reduction of services and to continue to receive services at least until your appeal is heard by a fair hearing judge;
- * If you are Medicaid eligible, to receive all services which are medically necessary to meet your care needs. In the event that there is a disagreement, you have the right to a second opinion from a provider within the regional support network about what services are medically necessary;
- * To lodge a complaint with the ombudsman, regional support network, or provider if you believe your rights have been violated. If you lodge a complaint or grievance, you must be free of any act of retaliation. The ombudsman may, at your request, assist you in filing a grievance. The Clark County Mental Health Ombudsman telephone number is (360) 993-5900.

Clark County Crisis Line:

360-696-9560

360-696-1925 TDD

Clark County Regional Support Network:

360-397-2130

360-397-6065 TDD

Participating Providers:

Catholic Community Services – 360-260-6373

Children's Center – 360-699-2244; 360-699-1900 TDD

Children's Home Society of Washington –

360-695-1325

Columbia River Mental Health Services –

360-993-3000; 360-993-3001 TDD

Community Empowerment Project – 360-993-5901

Consumer Voices are Born (CVAB) – 360-695-5012

Family Solutions – 360-695-0115

Janus Youth Programs – 360-735-7331

Institute for Family Development – 360-737-9792

NAMI Clark County – 360-695-2823

PeaceHealth Behavioral Health – 360-695-1297

Southwest WA Medical Center – 360-696-5041

Who Do You Call With A Problem?

Each agency has a Customer Service Representative who can assist you if you have a question, concern, complaint or grievance about the service you have received.

The Clark County Mental Health Ombudsman 360-993-5900 can also assist you with any problems. They can also provide you with information about your rights, how to file a complaint or grievance, and other resources available to you.

You may file a complaint or grievance with Clark County RSN. Call 360-397-2130 and ask for Mental Health.



Clark County Regional Support Network



Clark County Prepaid Mental Health Plan

Tel: 360-397-2130
800-410-1910

TDD: 360-397-6065

Clark County coordinates public mental health services. Those services are provided at local community agencies. This allows you to select a provider who best meets your individual needs. This service network represents your mental health coverage.

What Services Are Covered?

The community agencies you select from our list of providers may provide you with, or refer you to, one or more of the following services based on your specific needs:

- Case Management
- Community Training
- Vocational/Education Services
- Emergency/Crisis Intervention
- Family Counseling
- Individual Therapy
- Group Therapy
- Hospital Diversion Services
- Language Interpretive Services
- Residential Services
- Medication Management
- Inpatient Treatment

If the community agency you select does not provide a specific service you need, you may be referred to another agency that does provide the service. The community agencies have staff who specialize in working with children, minority and ethnic populations, older adults, as well as individuals with special needs.

How Do You Get the Services You Need?

If you need mental health services and want to see a therapist or case manager, you may:

- Call the community agency of your choice.
- Call the toll-free number at Clark County RSN to receive a referral to one of the agencies. The Care Management staff can help determine which agency provides the best service for your specific needs. The telephone numbers are 360-397-2500 or 800-410-1910.

Your initial appointment with one of the mental health agencies will help identify your mental health service needs and begin to develop specific goals and types of services that would be most beneficial. This process could result in referrals to other agencies in the community to address additional service needs.

Who Is Eligible?

The Prepaid Health Plan is available to all Medicaid recipients who require mental health services. If you do not have Medicaid, you may still be eligible for services based on your need and income level. Your first meeting with a counselor will help determine if you are eligible. If you are denied services but still feel that you are eligible, you may ask to have your case reviewed with a Customer Service Representative at the agency, the staff at Clark County RSN, or the Mental Health Ombudsman.

What Is the Cost of Services?

If you have Medicaid, there is no charge to you for the services you receive. If you do not have Medicaid, you may need to pay for the services on a sliding fee basis. If you have private insurance, it may also cover the cost of your services.

Clark County will not turn away anyone who needs a mental health service but is unable to pay. For those cases, other arrangements can be made with the agency. The agency you choose will be able to assist you in understanding the sliding fee scale and will make sure you are able to receive the services you need.

Out of Area Emergencies

We understand that you may travel or visit other parts of the country. In those instances, Clark County will cover only emergency psychiatric services. Anytime you receive emergency psychiatric services out of Clark County, the person or hospital providing the emergency services should contact Clark County RSN at 800-410-1910 as soon as possible to discuss your circumstances and service needs.

Non-Covered Services

Clark County RSN staff continually work with experts to assure that the highest clinical standards are followed in providing your mental health services. These methods are those which research supports as being the best to take care of your specific mental health condition.

If you feel strongly that a certain method is best for your care and it is not part of the services that are covered, you or your counselor may contact Clark County RSN to request an exception. Care Management staff will review your situation and inform you of their decision.

Consumer Disenrollment

A consumer may request disenrollment from the PHP through the RSN/PHP grievance process. The mental health division must disenroll a Medicaid consumer from his/her prepaid mental health plan only when the consumer meets certain criteria, including loss of eligibility for Title XIX Medicaid services, consumer is deceased, or on a case-by-case basis, as stipulated in WAC 388-865-0340. Clark County RSN at (360) 397-2130 can answer your questions regarding disenrollment criteria and procedures.

Unauthorized Care

Clark County RSN will not be responsible for any public mental health services that are not authorized.